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5	Population of the community:		885,400	103,166	822,553	3,191	792,862	1.258 million	792,727	609,644	274,409	109,821	1.409 million	54,076
6	What was the building valuation of private construction in your community last year?		\$3.7 billion (FY 2014)	\$44 million	\$1.8 billion			\$3.2 billion (FY 13-14)	\$2.95 billion CY 2013 All Construction Permitted	\$1.8 billion		\$1.7 million	Commercial \$2.9 billion	\$1.5 million
7	How many discretionary applications (site plans, plats, variances, etc.) did your City process last year?		Site Plans - 530; Plats - 269	30	1254			12,500 Building Permits (FY 13-14); 270 plats	CY 2013-2031 Applications	Over 20,000		74 (site, subdivision, variances), 47 (plats)	49	70
8	How many zoning cases did you process last year?		217	60	381			255 (FY 13-14)	CY 2014-166	155 new & amendments		29	207	9
9	How many applications for new single family houses did you process last year?		3,280	89	877			1,117 (FY 13-14) does not include additions or rehabs	BY 2013-3,306	Approximately 750		547	1982	275
10	How many applications for new commercial buildings did you process last year?		280	8	688			513 (FY 13-14) does not include additions or rehabs	CY 2013-865	over 7,000		231	1225	16
11	If performance standards have been established for review cycles, are they cut in half for each subsequent cycle of review (i.e., first review is 10 working days; second review is 5 working days, etc.)?		No	No	Yes			Yes & No	No	Complete in 3 weeks		No	Yes	No
12	How many times did your City Council amend your Land Development or Unified Development Code last year?		20	3	3			5 (FY 13-14)	0	About 20		3	4	4
13	Do you have published interpretation manuals for:	Building Codes	Yes	Yes	Yes			Yes	Yes	No		No	Yes	No
		Zoning Codes		Yes	Yes			Yes	Yes	No		No	Yes	No
		Engineering Standards	Yes	Yes	Yes			No	Yes	No		No	Yes	Yes
		Other	Fire, Transportation, Drainage, Utilities, Environment					A building code interpretation manual exists, but it is currently available for staff use only.					RID	

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14	Are administrative decisions on site, building, planting, etc. appealable by the public?		Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes, they appeal to BOA-required by State	No
15	Do you have separate design standards for commercial structures?		Yes, subchapter E of the Land Development Code	Yes	Yes			Generally no, however, commercial building design standards exist for "special" districts (historic, conservation, planned developments)	Yes	Yes		Yes	Yes	Yes
16	New commercial buildings. What is the promised number of days required for the first plan check or review by:	Building	21 days	26	30 calendar days				7	3 weeks		Depends on permit type. Typically 5 weeks.	35	5-7 business days
		Engineering		26					14			NA	NA	na
		Planning		26					21			2 weeks	NA	5-7 business days
17	New commercial buildings. What is the promised number of days required for any second plan check or review by:	Building	14 days	7-12 days	30 calendar days				7	Varies		No resubmittal required	15	5-7 business days
		Engineering		7-12 days					14			NA	NA	na
		Planning		7-12 days					NA			No resubmittal required	NA	5-7 business days
18	New Single Family dwelling. What is the promised number of days required for the first plan check or review by:	Building	14 days	26	7 calendar days				7	45 minutes, by phone		Typically 1 week	3	3-5 business days
		Engineering		26					NA			NA	NA	na
		Planning		26					NA			Typically 1 week	NA	3-5 business days

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19	New Single Family dwelling . What is the promised number of days required for any second plan check or review by:	Building	14 days	7-12 days	7 calendar days				7	None		No resubmittal required	1	3-5 business days
		Engineering		7-12 days								NA	NA	na
		Planning		7-12 days								No resubmittal required	NA	3-5 business days
20	Average number of inspections per day per inspector?		28.9 Residential; 19.6 Commercial	15	8.6			21 (average daily inspections per FTE of all inspector types, including building, plumbing, and electrical	15	12		12	15	20
21	Do you utilize combination inspectors?		Yes, Building, Plumbing and Mechanical (not electric)	Yes	No, we have inspectors employed by specific trade i.e., mechanical, structural, electrical, plumbing			No	Yes, plus a mix of specialists	Yes		Yes	Yes	Yes
22	Are all your plans examiners and inspectors required to be certified?		Yes for inspectors; no for plans examiners	Yes	Yes			No, some are, some aren't	Yes	Yes		No	Yes	Yes
23	Does your community regulate impervious cover on single-family, multi-family, or commercial sites?		Yes	Yes	Yes			Generally not, but some special districts are regulated.	Yes	Yes		Yes	Yes	Yes
24	Does your community have tree preservation regulations?		Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes
25	Does your community have requirements for on-site permanent water quality treatment?		Yes	No	Yes				Yes	Yes		No, regulated by the Texas Commission of Environmental Quality	Yes	Yes, not in every location.

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26	Does your community have regulations to control the massing and scale of single-family, residential structures (McMansion)?	Yes	Yes	Yes			Generally no, except in "special" districts (historic, conservation, stabliization overlay)	No	Yes, overlays		Yes, lot size, setbacks	Yes	No

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27	Does the staff, at any level, have administrative authority to grant waivers to minor zoning issues, such as small setback encroachments?	Yes	Yes	inspectors employed by specific trade i.e., mechanical, structural,			No	Yes	No		Yes, typically 10% variance is allowed	Yes	Yes, 10% administrative variance for directors
28	Do you enforce engineering construction standards for public right-of-way infrastructure work?	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes, TCI regulates this	Yes
29	If site plans are required (infrastructure or site projects); what is the promised length of time required for the first plan check?	28 days	3 weeks	12 calendar days				14 days	Public Works issue		15 working days	8	10 days
30	If site plans are required (infrastructure or site projects); what is the promised length of time required for the second plan check?	14 days	15 working days	6 calendar days				14 days	Public Works issue		15 working days	10 to 20 days	10 days
31	Are sit plans part of the building permit process or separate?	Separate	Part of Building Permit	Part of Building Permit			Part of Building Permit	Part of Building Permit	Part of Building Permit		Separate	Part of Building Permit	Separate
32	If sit plans are a separate process, how many applications do you have per year?	529 in 2014		They are linked to the Building Permit. Without site plan approval, the Building Permit cannot be issued.							50 to 75 site development permit applications are received per year		35
33	Subdivisions: What is the average length of time required from the application for a subdivision to recording?	6 months	90-180 days	3 months			2 to 3 years		6-8 weeks		Depends on status of subdivision construction	Varies - typically 6 to 9 months	45 days
34	Are public improvements required prior to recording of the plat?	No	No, public improvements are memorialized and guaranteed through a subdivision agreement	No			Yes	No, the contracted for in a Community Facilities Agreement	Improved or bonded		Yes, or fiscal security must be posted	Yes, unless the public improvements are bonded	Yes
35	How many subdivision plats do you approve administratively?	108 in 2014	5-10 / year	0			About 30 per year	None	About 75% of applications - roughly 195 last year		None	217 plats were eligible for administrative approval	25

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36	How many subdivision plat applications to you have per year (both major and minor)?		269 in 2014	5-10 / year	20			About 300	CY 2013-2279	About 260 last year		35-60 (concept, preliminary, and final plat applications	431 applications in 2014	40
37	What percent of the budget for the following functions comes from fees?	Building	66%	100	81%			100%	100				71%	
		Engineering	9%	50	1%				100				13%	
		Planning	2%	50	9%			<10%	100				16%	
38	Are development fees isolated in a separate account and restricted to development activity, or can they go into the general fund?		Can go into the general fund	Are isolated	Are isolated			Are isolated, Dallas' Building Inseption Division is an enterprise organization	Can go into the general fund	Can go into the general fund		Can go into the general fund, some are isolated, e.g. Reginal Detention, Oversize	Are isolated	Can go into the general fund
39	What is your policy for when phone calls and emails are to be returned?	Emails	24 hours	24 hours	No policy			Varies, no policy (asap)	24 hours	No policy		24 hours	24 hours	24 hours
		Phone Calls	24 hours	24 hours	No policy			Varies, no policy (asap)	24 hours	No policy		24 hours	24 hours	24 hours
40	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to external customers? (Check all that apply)	Newsletters	Yes	Yes				Yes	Yes	Yes		Yes	Yes	Yes
		Brochures		Yes				Yes	Yes				Yes	
		Social Media (Facebook, Twitter, etc.)		Yes						Yes		Yes	Yes	
		Web	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes
		Monthly Meetings		Yes	Yes			Yes	Yes				Yes	
		Press Releases	Yes	Yes				Yes	Yes	Yes			Yes	Yes

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41	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to internal customers (employees)? (Check all that apply)	Newsletters	Yes					Yes	Yes	Yes		Yes	Yes	
		Brochures							Yes					
		Social Media (Facebook, Twitter, etc.)		Yes						Yes				
		Web	Yes	Yes	Yes			Yes	Yes	Yes			Yes	
		Monthly Meetings		Yes	Yes			Yes	Yes			Yes	Yes	Yes
		Press Releases	Yes	Yes					Yes					

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42	How many staff do you have for the permitting and developing functions?	Building and Safety Inspection	59	7	59			60	44	33		7	71 assigned	4
		Building and Safety Review	40 (residential & commercial)	4	23			70	40	6		7	37	
		Code Enforcement	NA	2						19		4	134	
		Current Planning	15					8 - 19	33	9 +3 support		2	NA	3
		Economic Development	NA							Separate dept. located in Mayor's office		4	NA	
		Engineering	12		14			6				3	NA	2
		Fire	NA		2			5				3	6	
		Housing	NA									0	NA	
		Long-Range Planning	61 (Comprehensive Planning and Urban Design)					3		11		3	NA	1
		Subdivisions	5					6				2	9	
		Transportation	5							Long-range planning / community planning / design division includes 1 dedicated transportation planner - MPO housed in our dept. has a staff of 12		2	NA	
		Zoning	Current Planning above)		17			8				1	10	
		Other			44									
43	Do you have third party vendors to assist in processing applications or permits for:	Building	No	No	No			Yes	Yes	No		Yes	No	No
		Engineering or Site Plan	No	No	No			No	Yes	No		No	No	No
		Subdivision	No	No	No			No		No		Yes	No	No



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44	What percent of the workload is handled by third party vendors for:							Third party vendors required for design and inspection of Green Building regulations (100%). All other aspects of building plan reviews are conducted "in-house."						
		Building							90% residential 10% commercial			<5%	NA	
		Engineering or Site Plan							Less than 10%				NA	
		Subdivision						None	Less than 10%			<5% (bridge design, pavement design)	NA	
45	Do you have expediting procedures for processing applications or permits for:	Building	Yes	No	Yes			Yes	Yes	No		No	Yes	No
		Engineering or Site Plan	No	No	No			Yes	Yes	No		No	Yes	No
		Subdivision	No	No	No			Yes & No	Yes	No		No	Yes	No

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46	Which of the following staff functions are included in the department which would generally be considered the Building or Development Services Department?	Board of Adjustment or Appeals Staff Support	Yes	Yes	Yes			Yes	No			Yes	Yes	Yes
		Building Inspection	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes
		Building Plan Review	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes
		Capital Improvement Program Lead	No	Yes	No			No	No			No	No	
		Current Planning	Yes	Yes	No			Yes	No	Yes		Yes		Yes
		Dedicated Customer Service Center	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes
		Design Review	Yes	Yes	Yes			Yes	No	Yes		Yes		Yes
		Economic Development	No	No	No			No	No			No	No	
		Engineering Infrastructure Inspection	Yes	Yes	No			Yes	No	Yes		Yes		
		Engineering Review of Public Utility and Infrastructure	No	Yes	Yes			Yes & No	No	Yes		Yes		
		Environmental Review	Yes	Yes	No			Yes	No			Yes	Yes	Yes
		Hearing Officer	No	No	No			Yes	Yes			No		
		Historic Preservation	Yes	Yes	No			Yes	No	Yes		No	No	Yes
		Interpretation of Zoning Ordinance	Yes	Yes	Yes			Yes	No	Yes		Yes	Yes	Yes
		Long-Range Planning	Yes	No	No			Yes	No	Yes		No	No	Yes
		Redevelopment	No	Yes	No			Yes	No	Yes		Yes	Yes	Yes
		Site Plans	Yes	Yes	Yes			Yes	Yes	Yes		Yes	Yes	Yes

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		Subdivisions	Yes	Yes	Yes			Yes	No	Yes		Yes	Yes	Yes
		Urban Design	Yes	No	No			Yes	No	Yes		No		Yes
		Zoning Enforcement	No	Yes	Yes			Yes	No	Yes		No	Yes	
		Other (please specify)	Environmental Inspection; Commercial Site							Related depts. Operate a joint Development Services Center - "one-stop shop" for applications and review. Initial intake and some reviews are done there.				
47	Can Planning, Building, or Engineering Plans be submitted to your community electronically over the Internet?		No	Some	No, Plans to implement this function in 2015			Currently limited to Express Plan Review customers. Will be available to all permit applicants later this year.	Some, in March it will be all	Yes		No	Some	Yes
48	Has your organization established an online permit tracking system so that users can track the status of plan approvals without having to call staff to inquire?		Yes	Yes	Yes			Yes, basic function currently available, with expanded services available soon.	Yes	Yes, also have an online system for applicants and the public to track status of applications		Yes	Yes	Yes
49	Do you use electronic plan check software?		No	No, plan to in 2015	No,, Plans to implement this function in 2015			Yes	In March	No		No	Yes	Yes
50	If yes, which software?		active project to implement ProjectDox by Avolve in FY 15	BlueBeam Review	Onbase E Plan			BlueBeam					Brava	MyPermitNow